

Department of Human Services
Work Support Strategies Advisory Group Meeting
Meeting Minutes

September 9, 2013

Next meeting: December 2, 2013 9:00 – 11:00 AM

I. Announcements

- Thank you for attending our last Advisory Group meeting on July 29, 2013.
- Today we will have a presentation from the UHIP Project Manager, Tamil Balakrishnan.
- In addition to the project updates discussed today, we have also prepared an Advisory Group briefing document to share more in depth information.

II. Discussion

- Introduction
 - Director Powell welcomed attendees
 - Director Powell introduced the Deloitte team and explained the OMB changes and 90/10 funding that made the UHIP system possible.
- UHIP project update
 - Tamil did a demonstration of the Michigan case management system, which is the foundation for what will become the Rhode Island system.
 - Showed the customer portal, on which customers can log on to apply for services and manage ongoing MA benefits.
 - Showed the document upload capacity.
 - Explained that notices have been revised.
 - Clarified that DHS is not moving to all online notices. Paper notices will be retained.
 - Reviewed the options for caseload based and task based options for distributing work.
 - Reaffirmed that language will be at the 6th grade reading level.
 - Members voiced interest in helping to test the new technology as it becomes available.
 - Next step: DHS will work with Deloitte to identify opportunities for engagement.
 - Self-service portal is scheduled to go live in December 2013. This is a similar portal to the one in Michigan model demonstration, but will allow for customers to manage all programs on an ongoing basis.
- WSS Project Updates
 - RHS has made significant progress with the business process redesign efforts. Change and Innovation Agency has completed the assessment phase of the project, and we are scheduled to begin the design phase on January 6, 2014.
 - SNAP Recertification Unit is continuing to roll out, with full implementation set for October.
 - Field offices will have self-service kiosks by October 1, which will include public facing computers.

- Members voiced concern for the need for privacy when completing applications. DHS explained that the stations have been built in with as much privacy as possible.
- For the SNAP program, URI Outreach offered to assist with outreach materials targeted to public libraries across the state.
- Members asked whether there was a way for families to report multiple addresses. DHS responded that this capability will come with the electronic document management system implementation.
- Data points for discussion today:
 - CCAP recertification results
 - CCAP churning
 - Members asked how many days an application is “live” for, in the population that autocloses. For how many days can DHS use the initial recertification documents, until the client has to submit an entirely new application?
- ACA Implementation update
 - MAGI Policy Training
 - Computer Based Training (CBT)
 - Instructor Led Training (ILT)
 - Train the Trainer (TTT)

III. Next Steps

- The next meeting will have more of a focus on data, specifically churning.
- The next meeting will be held on December 2, 2013 from 9:00 – 11:00 AM